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**Name:** Cell Phone and Email Mass Notification Messaging System  
**Policy Number:** 3-1057  
**Origin:** Facilities Management  
**Approved:** August 25, 2015  
**Issuing Authority:** Senior Director, Facilities Management  
**Responsibility:** University Security Manager  
**Revision Date(s):** August 25, 2015, May 31, 2016, Sept 2017  
**Effective Date:** 2018-JAN-17

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## **1. Policy:**

The purpose of the Saint Mary's University Cell phone and Email Mass Notification Messaging System is to assist the University in effectively communicating with students, faculty and staff in case of an emergency. The Cell Phone and Email Mass Notification Messaging System will send notifications in response to situations that require the University community to be notified immediately. Notifications will be transmitted for incidents as defined in the Emergency Management Policy and Communication Plan and for fire alarm incidents, where required. Notifications are sent to registered persons via text or email to those who have opted into the system.

## **2. Notification System**

The notifications that can be sent to the University community, via the Mass Notification System, are the same as those used with the Saint Mary's University internal Mass Notification System. The following fire alarm message will be sent to persons who have identified themselves, as deaf or hard of hearing, to the University Security Manager - "There is a Fire Alarm in one of the Buildings. Please check with the nearest person for more information".

The Cell Phone and Email Mass Notifications are listed in Appendix A.

At the discretion of the University Security Manager, other messages and/or notifications may be developed including ad hoc notifications or messages for unique situations that are of an emergency or safety nature. The system may also be used to communicate with members of the Emergency Management Team and Working group.

The University Security Manager shall test the system in September and January of each year by sending a message with strategic replies requested.

### **3. Responsibility:**

Saint Mary's University Security is responsible for sending out emergency notifications via the Cell Phone and Email Mass Notification Messaging System. Saint Mary's University Information Technology Systems and Support (ITSS) department is responsible for supporting the interface between the Cell Phone and Email Mass Notification Messaging System and the BANNER software under the principles of the Emergency Management Policy and Communication Plan.

Saint Mary's University Security has the sole authority to oversee the Cell Phone and Email Mass Notification Messaging System and coordinate the use of the system. The following Saint Mary's University Security members have the authority to activate and send emergency notifications via the Mass Notification and messaging system.

- i. University Security Manager
- ii. University Security Dispatcher
- iii. University Security Patrol Officers

### **4. Procedures:**

- a) Saint Mary's University staff, faculty and students can opt-in to the Cell Phone and Email Mass Notification Messaging System by logging into Self- Service Banner and entering their contact information. The contact information is entered in the system via a SMU self-serve screen and then transferred to the Everbridge Cell Phone and Email Mass Notification Messaging System, at which time it is confirmed that the person is a staff, faculty or student at Saint Mary's University. Anyone can opt in or opt out of the system on the main screen at any time. A person wishing to receive the fire alarm message should notify University Security. Each registered person will provide contact information at time of opt in. Registered persons can enter up to two mobile numbers and two email addresses. The information provided at opt-in does not have to be the same as the University contact records.
- b) Saint Mary's University Security will evaluate the information available, in relation to the Emergency Management Policy principles to determine if the Cell Phone and Email Mass Notification system should be used. The Cell Phone and Email Mass Notification Messaging System will be used for each Fire Alarm incident in any building on campus for those signed up for this message.
- c) The Security Officer on duty has the authority to activate the Cell Phone and Email Mass Notification system immediately during an emergency situation that requires immediate action, e.g. active attacker.
- d) Once the system has been activated, the University Security Manager and the Chair of the Emergency Management Team will be contacted and advised of the reason for the activation.
- e) Once the emergency incident has ended, the University Security Dispatcher will send the all clear notification via the Mass Notification Messaging System.
- f) University Security will produce a full incident report detailing all information regarding the incident and the process followed.
- g) A debriefing session will be held with all University Security members and others involved in the emergency incident. The Chair of the Emergency Management Team will be informed of the debrief outcomes.

## **Appendix A**

Cell Phone and Email Mass Notifications:

### Emergency (Evacuation)

This is an emergency, evacuate, evacuate, evacuate. Go to the nearest exit immediately, do not use the elevators. This is an emergency.

### Emergency (Bomb Threat)

This is an emergency, evacuate, evacuate, evacuate. Take your personal belongings and go to the nearest exit immediately, do not use the elevators. This is an emergency.

### Leave Campus

This is an emergency. There is an emergency on campus, leave the grounds immediately. This is an emergency.

### Lock Down

This is an emergency lock down. Take shelter in the nearest classroom, office, or residence room. Lock the door. Follow any lock down procedures posted in the room. This is an emergency lock down.

### Shelter in Place

This is an emergency shelter in place. Take shelter in the nearest classroom, office, or residence room. Lock the door. Follow any shelter in place procedures posted in the room. This is an emergency shelter in place.

### Move Away

This is an emergency. Move away from all buildings. This is an emergency.

### Power Failure

There is a power failure in this building. Please exit the building within 15 minutes.

### Gas Leak

This is an emergency. Stay inside the building. Close all windows and doors due to a possible gas leak. This is an emergency.

### Test

May I have your attention please? This is a test. This is not an emergency. This is a test.

### All Clear

May I have your attention please? The state of emergency has ended. Please go about your normal routine

### Fire Alarm

There is a Fire Alarm in one of the Buildings. Please check with the nearest person